

Contacting Teachscape Technical Support

If you experience a technical issue with Teachscape products, please contact technical support right away.

Teachscape support can be reached at:

888.479.7600

support@teachscape.com

Monday – Friday 7:00 AM to 8:00 PM CST

Weekend hours are 8:00 AM to 6:00 PM CST

What to expect when you call or email:

- Emails and voice mail messages will be returned within 1 business day.
- All emails are automatically assigned a case number for tracking.
- Calls answered by tech support representatives will be resolved on the phone, or the representative will provide clear expectations for next steps and a case number to help you track your issue.

If your support experience is not satisfactory for any reason:

Contact Tamlynn Turney, Senior Manager of Tech Support, at 415.748.3585 or Tamlynn.Turney@teachscape.com.

Please have any information ready that can help Tamlynn address your concerns: e.g. your case number, email address, and the time of your last call and issue with support.

Network Infrastructure Issues

Some issues with login, video upload, and playback may be caused by the restrictions on your Internet connection, such as network firewalls. These issues may need to be addressed by a network administrator at your site. Teachscape Technical Support can help determine if your issue may be due to restrictions on your network infrastructure.

Hints that your issue may be due to your network's infrastructure.

- You can access Teachscape and upload videos on another network, but uploading from school fails or gets stuck.
- You can access the Teachscape site but cannot log in or view videos.

Instructions to network administrators:

If you are accessing the Internet through a firewall, or caching or proxy server, it must be configured to allow access to all subdomains. The FTP protocol also requires ports 21 & 22 to be open for files to Teachscape's servers to upload successfully. See additional whitelist document.

Teachscape Technical Support Tool 'Team Viewer' remote connection

<http://www.teamviewer.com>

NOTE: Teachscape's customer support team sometimes recommends using Team Viewer, a free and safe remote connection tool, to help troubleshoot technical issues. This site may need to be unblocked on your network so users can download and install the Quick Support tool from <http://www.teamviewer.com/en/download/index.aspx>.

Teachscape Technical Support: role of local IT and Teachscape

Local IT	Teachscape
<ul style="list-style-type: none">• Enable users to access Teachscape related domains and sites	<ul style="list-style-type: none">• Be the point of contact for users when they experience problems while in a Teachscape product
<ul style="list-style-type: none">• Allow Teachscape to use support tools (e.g., Teamviewer, ...) on users hardware if required to resolve a support issue	<ul style="list-style-type: none">• Work with local IT team to resolve issues that cannot be fixed at local level
<ul style="list-style-type: none">• Be the point of contact for users to address any issues identified by the system check tool	
<ul style="list-style-type: none">• Contact Teachscape if user continues to experience system problems after local hardware, software, or connectivity issues have been addressed	

Additional Technical tips:

- For Windows machines turn off the *hardware acceleration* feature in Adobe Flash Player to reduce possible choppiness and freezing:
 - While the video is playing, right-click directly on the video screen and a menu will appear
 - Click on “Settings” and a dialogue box will appear.
 - Uncheck the box next to “enable hardware acceleration”
 - Click on “Close”
 - For the acceleration change to take effect the webpage needs to be refreshed by pressing the F5 button on the keyboard
- Complete your assessment during Teachscape support hours (7am-8pm CT, Monday-Friday; Weekends 8am-6pm CT), in case problems occur during the assessment.

Overview of System Requirements

FOCUS training, practice, and proficiency assessment rely heavily on videos. Users systems must be optimized to view videos.

Network access	<ul style="list-style-type: none">• Local district IT administrator will need to update network settings to allow users to access Teachscape related websites from their school computers and school network
Internet connectivity	<ul style="list-style-type: none">• At least 1-2 Mbps download speed• Highly recommend using a wired connection while taking the proficiency assessment to ensure a consistent connection• Users need to avoid peak network usage times at school when average bandwidth may drop below minimum requirements
Hardware and software	<ul style="list-style-type: none">• Can use PCs or Macs that meet minimum requirements for hardware, software, and monitor resolution• Users can not use tablet devices (e.g., iPad) with FOCUS
Documents with details	<ul style="list-style-type: none">• List of Teachscape Domain Names & IP Addresses.pdf• Teachscape-system-requirements.pdf• FOCUS user start-up guide.pdf